



DEPARTMENT OF THE NAVY  
FLEET AVIATION SPECIALIZED OPERATIONAL  
TRAINING GROUP PACIFIC FLEET

P.O BOX 357068  
NAS NORTH ISLAND  
SAN DIEGO, CALIFORNIA 92135-7068

FASOTRAGRUPACINST 1770.1E

NZ

16 JAN 1997

FASOTRAGRUPAC INSTRUCTION 1770.1E

Subj: CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Ref: (a) COMNAVBASESANDIEGOINST 1770.5C  
(b) BUPERSINST 1770.3  
(c) MILPERSMAN Articles 4210100-4210300  
(d) PERS 15607C (Casualty Assistance Calls Officer Handbook)  
(e) COMNAVMEDCOMINST 5360.1  
(f) COMNAVBASESANDIEGOINST 5360.1M

Encl: (1) Death/Serious Injury Checklist  
(2) List of Pertinent Telephone Numbers  
(3) NAVPERS 1770/7, CACP Report

1. Purpose. To prescribe procedures and assign responsibilities for implementing the Casualty Assistance Calls Program (CACP) within this command.

2. Cancellation. FASOTRAGRUPACINST 1770.1D

3. Background. The CACP was initiated by the Chief of Naval Personnel to provide personal notification and follow-on assistance to the next-of-kin (NOK) of members of the Navy who become casualties while on active duty, active duty for training, or inactive duty training.

4. Responsibility. The lines of authority/responsibility for the CACP flow from the Chief of Naval Personnel via the geographical Zone CACP Coordinator to the Commanding Officer.

a. Commander, Naval Base, San Diego is the CACP Coordinator for the Southwest Zone, which includes the states of Arizona, Nevada, Utah, New Mexico, Colorado and counties of Santa Cruz, San Benito, Fresno, Madera, Inyo and all counties south thereof in California.

b. A Command Casualty Assistant Calls Officer (CACO) will be designated in writing and each department shall assign an Assistant CACO. Only officers with two years active duty and enlisted personnel E-7 through E-9 shall be designated as the Command or Assistant CACO. Anyone who participates in the CACP is considered a direct representative of the Commanding Officer and shall be familiar with the duties and responsibilities of the CACO.

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c. Each detachment shall assign a CACO and implement local directives and procedures to comply with this and other appropriate instructions.

d. Any person who is aware of or gains first-hand knowledge of the death of a Navy member shall immediately report all available information, including the circumstances, to the Command CACO or the Officer of the Day (OOD), if after normal working hours.

e. References (a) through (c) contain definitions, requirements and procedures for initiating personnel casualty reports, making personal notification of primary and secondary next-of-kin (PNOK/SNOK), and for carrying out the provisions of the CACP. References (b) and (d) are the principal source of information and guidance to CACOs in fulfilling their responsibilities in the CACP. References (e) and (f) provide information to assist CACOs in the areas of decedent affairs and military funerals.

5. Action. The death or serious injury of a Navy member calls for prompt, accurate and tactful actions to ensure that all procedures and reporting requirements of references (a) through (e) are met. Only a detailed understanding of the required procedures and reports will prevent error, confusion and possible embarrassment to the Navy.

a. Detachments. Should serious injury or death occur to detachment personnel, the Commanding Officer, or his direct representative, shall be notified immediately. Further actions shall be per local directives and procedures.

b. OOD/AOOD. Should notification of a death or serious injury to a member of this command occur, the OOD/AOOD shall:

(1) Accept responsibility for the overall coordination of action until relieved by the CO, XO, or CACO. Do not release any information to local news media or other inquiries about the casualty unless directed by the CO, XO, or CACO.

(2) Complete enclosure (1), Death/Serious Injury Checklist, and immediately notify the CO, XO, CACO, and the appropriate Department Head of all the information and action that has been initiated. In the event the casualty is a student, the Training Department Head shall be notified.

c. CACO or Assistant CACO. Upon notification of a death or serious injury to a member of this command, the CACO and/or Assistant CACO shall;

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(1) Gather all pertinent information from the OOD and make the initial notification to COMNAVBASE San Diego CACP Coordinator via telephone. Enclosure (2) provides a list of telephone numbers that would normally apply to a casualty situation.

(2) Draft the initial CACP message per Article 4210100 paragraph 4 of reference (c).

(a) If the person involved in the casualty is at the command in a TAD status or between permanent duty stations, the message report must include the following additional information addressees:

1. Ultimate duty station.
2. All intermediate reporting commands or activities.
3. Previous duty station.
4. CO, EPMAC for enlisted personnel only

(b) The CACO shall contact the OOD of the individual's parent command by telephone to provide all the known details and obtain a clear understanding who will have the responsibility for the initiation of the CACP and all required reports. (The command which holds the individual's records should assume the reporting responsibility.)

(c) The CACO will prepare a CACP Report, NAVPERS 1770/7 (enclosure (3)) per reference (b) and submit it to Chief of Naval Personnel (PERS-663) via COMNAVBASE San Diego (Code N13 when the NOK has received all benefits, but not later than 120 days after the death.

6. Personal Notification Procedures. The personal notification procedures are dependant upon where the primary next-of-kin (PNOK) and/or the secondary next-of-kin (SNOK) live.

a. If the PNOK and/or SNOK live in the local area (approximately 50 miles) of the command, the CACO will be responsible for effecting notification of the PNOK/SNOK at the Commanding Officer's direction.

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(1) The CACO will coordinate with NAS North Island's Chaplain's Office to have a chaplain (of the same faith as the casualty member, if possible) accompany the CACO on the initial next-of-kin visit. Notification must not be delayed if a chaplain is not readily available.

(2) Except in unusual circumstances, personal notification of the PNOK and/or the SNOK will be made between the hours of 0600-2400 local time. However, in unusual circumstances, particularly situations with media involvement, notification will be made regardless of the hour.

(3) The CACOs will be guided by references (a) through (d) on the initial and subsequent visits.

b. If the PNOK and/or the SNOK live in the Southwest Zone of the United States, but not in the vicinity of the command, notify COMNAVBASE San Diego by telephone. The Subarea Coordinator for the geographical area of the PNOK/SNOK will be tasked by COMNAVBASE San Diego to make the initial notification and provide a CACO.

c. If the PNOK and/or the SNOK live in the jurisdiction of another CACP Zone Coordinator, the Command CACO is responsible for providing the casualty information needed for personal notification to that Zone Coordinator. Reference (a) contains a listing of CACP Zone Coordinators.

d. In cases where a member stationed in another CACP Zone dies and the PNOK and/or the SNOK reside within the Southwest Zone, COMNAVBASE San Diego will task the appropriate Subarea Coordinator or San Diego County command to provide a CACO and make the initial notification. Presently, FASOTRAGRUPAC is not included as a command which must provide a CACO in this situation.

7. Standby CACOs. The assignment of a standby CACO is required by Article 4210160 of reference (b) only when a member is placed on the very seriously ill/injured list, is in imminent danger of loss of life and the member's NOK reside overseas from the place of hospitalization. Assignment of standby CACOs will occur only when directed by CHNAVPERS through the COMNAVBASE San Diego CACP Coordinator.

8. Decedent Affairs. The Navy's Decedent Affairs Program provides for identification, preparation, transportation and interment of the remains of active duty members and other eligible personnel.

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a. The Naval Officer of Medical/Dental Affairs, Great Lakes, IL (MEDDEN AFFAIRS) has worldwide central command and control of all decedent affairs cases, processes all Decedent Affairs Program claims and negotiates one time contracts for primary care.

b. The Decedent Affairs Office at Naval Regional Medical Center, San Diego (Balboa Hospital) is responsible for arranging the services listed in reference (e) paragraph 8 when a death occurs in the local area.

c. The CACO will contact the Decedent Affairs Office at the Naval Regional Medical Center, San Diego when the command suffers a personnel casualty. References (a) and (e) contain guidance for CACOs to coordinate the primary care of deceased personnel. Reference (f) contains guidance for CACOs in coordinating military funerals.



M. T. SERHAN

Distribution:  
FASOTRAGRUPACINST 5216.2V  
Lists A and B

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DEATH/SERIOUS INJURY CHECKLIST

1. In the event of death/serious injury of FASOTRAGRUPAC staff/student personnel, the AOOD's primary responsibility is to collect as much information as possible at the time the command is notified and to ensure the OOD is made aware so he/she can take appropriate action.

2. To expedite the required reports and to facilitate command notification of next-of-kin, the following checklist must be completed as accurately as possible. **NEXT-OF-KIN NOTIFICATION IS THE RESPONSIBILITY OF THE COMMAND CACO AND SHALL NOT BE ATTEMPTED BY ANY DUTY PERSONNEL.**

a. Person Calling:

Name/rank:

Phone number:

Activity:

(4) Time:

b. Member involved:

Name:

Rank/rate:

SSN:

(4) Department assigned:

c. When hospitalization/death occurs:

Location of Hospital/incident:

Phone number

Ward if assigned)

Physician:

Extent of injuries:

Time of injury/death:

d. Circumstances of injury/accident:

Enclosure 1)

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## LIST OF PERTINENT TELEPHONE NUMBERS

COMNAVBASE SAN DIEGO, Regional CACO Coordinator.....AV 522-1512  
COMM (619) 532-1512  
Staff Duty Officer.....AV 522-1828  
COMM (619) 532-1828

Bureau of Naval Personnel, Casualty Branch .....AV 224-2926  
COMM (703) 614-2926  
Duty Office.....AV 224-2768  
COMM (703) 614-2768

Liaison Toll Free Number.....1-800-368-3202

Naval Office of Medical/Dental Affairs,  
Great Lakes, IL, MEDDEN AFFAIRS.....AV 792-3950  
COMM (847) 688-3950  
Duty Office.....AV 792-3925  
COMM (847) 688-3925

Naval Regional Medical Center, San Diego  
Decedent Affairs.....532-8305  
CDO.....532-6400

COMNAVAIRPAC CDO.....545-2017

North Island OOD.....545-8123

Branch Medical Clinic, NAS North Island  
Emergency Room.....545-4285

PSD North Island Duty Desk 0630-1700 M-F).....545-7935

Enclosure (2)

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DATE

NAME OF DECEASED	RANK/RATE	SSN	DATE OF DEATH
NAME, ADDRESS, AND RELATIONSHIP OF PERSON BEING ASSISTED		DATE NMPC BENEFITS LETTER RECEIVED	
DATE/TIME OF PERSONAL NOTIFICATION		DATES OF SUBSEQUENT VISITS TO NEXT OF KIN	
DATE CASUALTY CONFIRMATION TELEGRAM/MAILGRAM (Specify) RECEIVED			
DATE LETTER OF CIRCUMSTANCES RECEIVED		DATE JAGMAN INVESTIGATIVE REPORT FORWARDED TO JAG	

CACP MANUAL REFERENCE	SUBJECT	ACTION (AS APPROPRIATE)		
		DATE APPLIED FOR	DATE RECEIVED	N/A
ANNEX C	REPORT OF CASUALTY (DD FORM 1300) (Furnished to primary next of kin without request; also to governmental offices)			
CHAP. IX	DEPENDENTS ALLOTMENTS AND ALLOWANCES			

CLAIMS AND APPLICATIONS SUBMITTED

CHAP. V	BURIAL EXPENSES: A. NAVY B. SOCIAL SECURITY ADMINISTRATION			
CHAP. VI	DEATH GRATUITY			
	UNPAID COMPENSATION (Unpaid Pay and Allowances)			
	SURVIVOR BENEFIT PLAN ANNUITY (Applicable to members with over 20 years of service)			
CHAP. VI	SERVICEMEN'S GROUP LIFE INSURANCE (Submit claim to OSGLI)			
CHAP. VI	U.S. GOVERNMENT, VGLI OR NSL INSURANCE (Submit claim to VA)			
	COMMERCIAL LIFE INSURANCE APPLICATION SUBMITTED (Indicate in remarks the name of the company with which commercial insurance is carried)			
CHAP. VI	UNIFORMED SERVICES IDENTIFICATION AND PRIVILEGE CARD (DD 1173) (May include medical care, exchange and commissary privileges)			
CHAP. VI	DEPENDENCY AND INDEMNITY COMPENSATION (VA action; if undue delay and investigation is desired, furnish VA Claim (XC) Number)			
CHAP. VI	SOCIAL SECURITY SURVIVOR BENEFITS (Submit claim to local office of Social Security Administration)			
CHAP. VI	DEPENDENTS' TRAVEL (If applicable, submit claim to Navy Regional Finance Center, Washington, D.C. 20371)			
CHAP. VI	TRANSPORTATION OF HOUSEHOLD GOODS			
	GOVERNMENT HEADSTONE OR MARKER (Application not required if burial is in national cemetery)			
CHAP. V	REIMBURSEMENT FOR HEADSTONE OR MARKER EXPENSES (VA Form 21-8834)			

ASSISTANCE REQUIRED (Indicate in "Remarks" to whom referred for assistance)

CHAP. III, V	FINANCIAL			
CHAP. VII	INCOME TAX (W-2 furnished directly to next of kin by Navy finance Center, Cleveland, without request upon completion of processing)			
CHAP. VII	BANK ACCOUNTS, SAVINGS BONDS, SECURITIES, REAL ESTATE			
CHAP. VII	WILL			

MISCELLANEOUS

CHAP. VI	SCHOLARSHIP ASSISTANCE DESIRED (Furnished by NAVMILPERSCOM (NMPC-641C) upon request)			
CHAP. VII	EMPLOYMENT INFORMATION DESIRED (Contact local employment agency or Office of Personnel Management)			
CHAP. V	PERSONAL EFFECTS (If complaint made or investigation is desired, explain in "Remarks")			

☐ INITIAL ☐ INTERIM ☐ FINAL

Enclosure (3)



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☐ SPECIAL REQUESTS MADE BY BENEFICIARY ☐ ACTION TAKEN BY CACO ☐ ACTION DESIRED BY NAVMILPERSCOM AS FOLLOWS:

GENERAL REMARKS (Include liaison and contacts with agencies, individuals and relatives; comments, observations, recommendations and comments of next of kin)

ADDRESS OF NEXT OF KIN ☐ NO CHANGE ☐ NEW ADDRESS IS CACO AUTOVON/COMMERCIAL PHONE NOS.

SIGNATURE AND RANK/RATE OF CACO MAKING REPORT ACTIVITY TO WHICH ATTACHED

FIRST ENDORSEMENT

DATE

From:

To: Commander, Naval Military Personnel Command (NMPC-642)

1. Forwarded.

Signature